



Agenda & Minutes

UWA Student Guild

Catering & Tavern Committee

Date: 24th April 2019 @ 10.00am
Location: Meeting Room 1

1 WELCOME AND OPENING

I would like to acknowledge that we are meeting in Noongar Land and that the Noongar people remain the spiritual and cultural custodians of their land and continue to practice their language, values, beliefs, and traditions

1.1 Attendance: Jack Spagnuolo, Barbara Buxmann, Adhish Kastha, Shahid Khan, Conrad Hogg, Hayden Greenham, Clarice Antero.

Introduction of new Executive Chef, Daniel Lopes to the C&T committee

1.2 Apologies: Raaghav Raj

1.3 Proxies

1.4 Observers

1.5 Absent

2 DECLARATION OF POTENTIAL OR PERCEIVED CONFLICTS OF INTEREST

None

3 CONFIRMATION OF PREVIOUS MINUTES

Yes

4 COMMITTEE BUSINESS

4.1 Tavern Updates – (HG)

4.1.1 \$10 Tavern deal

The \$10 lunch deal is doing very well and driving foot traffic to the Tavern. Students are happy with the offer and there will be a variation on the offer during semester. All agree it is a good initiative.

4.1.2 Coffee Offering

With the installation of the coffee machine at the start of March. Concerted effort will be placed to promote the coffee offering into the cooler months. HG believes it will add to the offer in the tavern for students and staff.

4.1.3 Beer Towers

These are doing well in the Tavern with the current pricing of \$20. All the towers are currently funded through rebate by Lion Brewing but should still be value at full price. HG has had a few issues with some stolen towers but generally they are returned with a card surety at the bar. Some students are forgetting their cards behind the bar but all in all its working well.

Minor issue with RSA with students purchasing a beer tower individually. This is getting monitored by staff.

4.1.4 Friday Bands in the tavern

The tavern initiated this program on Friday with limited success. It really became a band event rather than a student event.

The exception was in the 6th week when the Love foundation was part of the event and has 200 people in the venue. HG believes that the only way to make these events a success is to have them led by Clubs and Societies. All these activities need to be initiated by students and supported by students. Block party was a good example of the type of activity that works.

4.1.5 Travel Voucher Promo

Win \$4,000 travel voucher promo was relatively unsuccessful. It did increase craft beer slightly but not enough to warrant the size of the prize. HG pointed out that although consumption was 64% up in beer during the promotion. There was limited participation with few people coming to the evening of the draw.

HG believes it will be better to do smaller instant redemption promotions to provide a prize at point of purchase. Everyone agrees that it may be a better use of the promotional fund.

4.1.6 Happy Hour times

AK asked if the happy hour times are generating additional patrons at the start of the day. HG confirmed that they are working well and getting people in earlier for food which is good for the Tavern. HG will continue to monitor the Happy hours to see if they are effective.

4.1.7 Mimu App

HG suggested we explore the viability of Mimu ordering system which allows patrons to preorder and pay for Food & Beverage. HG believes it would work well for food orders because they would go directly to the kitchen. Transactions go directly into our designated account. Currently have no interaction with TASK

Mimu app people are expanding their services and are interested in our demographic and are offering the service at \$200 per month rather than the usual \$500 per month. Customer pays a 30cent transaction fee.

JS suggested that Finance and IT need to be involved from the beginning. System is not viable unless it can connect with our current accounting/POS systems.

HG will organise a meeting with Mimu and potentially look at a trial if it can be implemented through finance.

4.1.8 Hot drinks for winter

HG is rolling out the hot drinks for winter. Starting on the 1st May. CH will promote through Guild weekly if details are forwarded to him.

4.1.9 Off licence sales

HG indicated that there is an off licence in place in the Tavern that allows alcohol to be purchased and taken away. This has not been promoted to reduce the risk under the license (RSA).

All agree that we should continue to sell products take away without actively promoting the practice to individuals. Clubs and societies will continue to use the service as required.

4.2 Re-use containers

Clarisse (CA) suggested we need to look at promoting a discount of 10% to students that bring their own container to our outlets to reduce the amount of waste generated on campus and move to a waste free takeaway service.

JS indicated that the discount currently in place for students is already substantial and we could not afford additional 10%. The cost saving on packaging is not substantial and would be in the order of 10-20 cents per meal and could be passed on.

The main difficulty would be relating to the service of food under the Health act. Bring your own containers would need to be cleaned prior to service of food. This would be not be possible across our cafes in an operational sense.

CA and JS will look at getting more details on University of Melbourne programme to determine if its something that could be implemented.

4.3 Café Updates (BB)

4.3.1 Hackett Café

Barbara (BB) is very happy with Hackett performance with the following currently driving increased patronage.

- Rotating Specials
- Easter bunny milkshake – 168 sold in three days
- Coffee protein Shake – WC 29th May
- Extension of breakfast menu to 7.30am – 1pm daily
- Gluten Free items

- Raw protein balls
- Baked Spuds

4.3.2 Catalyst Café

BB has made changes in 2019 to the café and there are really good signs in regard to the service. BB and JS will continue to work with Library services to bring the outlet operation closer to Reid library operation.

Addition of several products including protein balls.

Figures indicate that students are increasingly going to Catalyst rather than Guild Village café.

4.3.3 Village Café

BB is working to bring the customer services up and improve the consistency of the coffee on offer through training. The café will now be open earlier (7AM) due to demand and close earlier due to lack of demand.

Additionally, the following additions/improvements in place

- Breaky roll – selling 50 per day
- Hot meals improvements and availability increased
- Coffee focus
- Increase in variety of items
- Product label changes for clearer communication of both product and price

4.3.4 Quobba Gnarning Café

BB happy with all that is going on at Quobba. Ahead of budget and LY.

Addition of Raw protein squares and balls.

4.3.5 Other items

- Feedback through QR code to ensure we capture more student feedback. BB will discuss with Kelvin to implement in cafes. All agree it's a good idea to complement the feedback boxes.
- Chocolate wheel promotion. Prizes with purchase. BB to work in implementing through suppliers.
- Oat milk request – still looking for a viable supplier of the product. Will report back when one is found.
- Glass keep cup. Review of the current cup. Some issues with the lid closure. Samples to come from Keep cup and M&M supplier.
- Welfare week – specials planned, and introduction of free fruit based on budget allocation as per LY.
- New food labelling stickers in cafes to provide clarity of healthy meals for students. Should be driven by students. Follow up required to have student healthy meal programme. CH will work to clarify.
- New supplier (#untrashy) for reusable stainless straws and cutlery cases which will make it easier to order and sell. Pricing slightly higher than current straw set. CH wants us to supply both.

5. GENERAL BUSINESS

5.1 Coffee Carts

JS: They are being equipped as we speak and should arrive on campus in the first week of May.

6 CLOSE AND NEXT MEETING

TBC